

## Request for Full Service Installation of the HAWK-800 and or AtomaHawk Kits

There are a variety of options to consider when asking Mike to install the HAWK-800 or AtomaHawk kits into your Poly-800. Please read and consider the following information so that you have the same expectations as Mike and understand your responsibilities. Once you have read and agreed to these conditions and prepayment requirements, ensure that you print out this agreement and then:

### Instructions

1. Sign and date all three pages in the space provided at bottom of each page.
2. Circle the installation options that you want.
3. Fill out your name and address details on page three (3).
4. Contact Mike ([inquiries@hawk800.com](mailto:inquiries@hawk800.com)) with payment terms (usually Paypal) and make payment. Ensure that Mike is aware and agrees to payment amount and shipping dates prior to shipping.
5. Send the signed agreement to Mike along with your hardware.

### Your Responsibilities

1. Shipping costs in both directions are the customer's responsibility.
2. Shipping insurance in both directions (if you desire it) is your responsibility.
3. If special return shipping is required then payment will be made in advance for any insurance or special return shipping (prepayment will be made using paypal).
4. Customs duties and taxes are the owners responsibility in both sending and receiving your Poly-800 to and from Mike. If any customs duties or taxes must be paid in order to complete delivery of the synth to Mike then the customer will pay Mike those duties in advance.
5. Mike is located at **Mr Hawkins 99 Fox Ridge Road, North Stamford CT, 06903 USA.**
6. Mike reserves the right to return your Poly-800 to you without making any installation attempt whatsoever if the Poly-800 is found to be non functioning in any or some way when it arrives at Mikes workshop. Mike will make every attempt to work out an agreement to repair the Poly-800 if he wants to but Mike is under no obligation to attempt a repair of a Poly-800 that is damaged or non functioning when it arrives at Mikes workshop.
7. If a customer decides to have Mike attempt to repair a synthesizer that is not functioning correctly then Mike will contact the customer (generally via email) and will discuss the repair costs and options. If the customer and Mike can agree to specific terms then Mike will attempt to repair the synthesizer but not until the customer has paid for some if not all of the expected repair charges. If agreeable terms cannot be reached then Mike reserves the right to simply return the synthesizer "as is" while charging the handling fee of \$50 which the customer will pay prior to Mike shipping the

Signed/Initials \_\_\_\_\_ Date: \_\_\_\_\_

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- synthesizer back to the customer.
8. Mike charges \$50 USD per hour for repair work. Minimum charge of 1 hour applies to any repairs that are undertaken if agreed to by the customer.
  9. International customers MUST prepay some or all of the installation costs prior to Mike commencing work. International customers MUST take full responsibility for loss or damage as a result of shipping both to and return from Mikes address. International customers should contact Mike and agree to terms and conditions before shipping anything to Mike.
  10. Mike does NOT do full service installations for some countries that have a horrible reputation. Check with Mike first.

NOTE: A handling fee of \$50 will be charged for any synthesizer that is shipped to Mike and is not functioning due to causes OTHER than shipping damage. Mike reserves the right to determine what is shipping damage and what is not. For example, if it obvious to Mike that the main board is damaged due to battery acid leakage then clearly the customer is not being honest and fair and is attempting to take advantage of Mike. On the other hand, a damaged joystick might indicate that the Poly-800 was damaged during shipping or maybe the customer knew it was damaged in the first place. In that case, it is up to Mike to decide what is fair and genuine and what is not. Mike will discuss the situation with the customer (generally via email) but Mike cannot be held responsible for damages similar in nature.

### Installation Options

The options for full installation are shown in the tables below. Each table refers to one of the three different Poly-800 models which are: the original PS-800 Poly-800, the EX-800 synth module, the Poly-800 MK2. The tables below DO NOT include the cost of the HAWK-800 kits or the AtomaHawk kits. See the hawk800.com website for the prices of the actual kits themselves. If you want a full service installation you must add in the additional cost of the kits. All amounts shown below are in US dollars.

<b>Poly-800 Full Service Options</b>	
Build, test and install HAWK-800 kit	\$54.00
Built, test and install AtomaHawk kit in Poly-800	\$60.00

<b>EX-800 Full Service Options</b>	
Build, test and install HAWK-800 kit	\$50.00
Built, test and install AtomaHawk kit in Poly-800	\$60.00

<b>Poly-800 MK2 Full Service Options</b>	
Build, test and install HAWK-800 kit	\$60.00
Built, test and install AtomaHawk kit in Poly-800	\$60.00

### **Shipping Recommendations**

The cost to ship a complete Poly-800 to Mike can be significant and the risk of damage during shipment can also be significant. Because of this, Mike recommends that the customer remove the Poly800 main board, attached trimmer board (you can send the shield too) and send only those two parts (for MK2 customers you must also ship the effects board and the cables that join the main board to the MK2 effects board) to Mike. Mike can then carry out the required modification to the main board, construct the HAWK-800 board and also construct and install the AtomaHawk board. Once the main board and HAWK boards are tested in Mikes test rig, Mike will ship the main board and HAWK-800 board etc back to the customer. The customer then reassembles the Poly-800. This requires that the customer be handy with a screw driver and is capable of carefully disassembling and reassembling the main board and associated cables in the Poly-800. It also requires that the customer obtain the appropriate glue in order to mount the HAWK board inside of the Poly-800 (not necessary for EX-800 or the Poly-800 MK2). Mike recommends this approach to doing the full service installation because it is far less expensive and it reduces the risk of loss or damage to your Poly-800.

### **Agreement**

I agree to the terms and conditions of this document (please sign and initial each of the three pages). And I agree that this document may be used as evidence that may be provided to Paypal in the event of conflict or failure to resolve any dispute arising from work described as part of a full service option or any part thereof:

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Paypal ID: \_\_\_\_\_

Date: \_\_\_\_\_

Signed/Initials \_\_\_\_\_ Date: \_\_\_\_\_